

## Police/Fire Dispatcher (911 Operator)

### **Position Description:**

Police/Fire Dispatchers (Sometimes referred to as 911 Operators) coordinate all Police, Sheriff, Fire, and Ambulance responses. They dispatch emergency crews and provide information as needed. Dispatchers process requests from Officers and other emergency crews, ranging from phone calls to warrant checks. They track locations of Officers and emergency crews at all times. Dispatchers handle any and all emergency calls imaginable.

Police/Fire Dispatchers must have the ability to operate a variety of radio and computer equipment. They must think clearly and act quickly in emergency situations and be able to understand and follow complex verbal and written instructions. Dispatchers must perform tasks simultaneously and remain calm in the most extreme emergencies. Dispatchers must possess good hearing and clear speaking ability and are required to maintain an effective working relationships with Officers and other emergency crews.

### **Requirements:**

Police/Fire Dispatchers are required to work rotating shifts including nights, holidays and weekends. Previous experience is preferred, but not required. Dispatchers must be able to type at least 40 words per minute. Applicants must demonstrate the ability or aptitude to perform the duties listed above. Beginning Dispatchers attend a two week Dispatch Academy at the Idaho Peace Officer Standards and Training Academy in Meridian Idaho.

For more information about what Police/Fire Dispatchers do, visit the Bonneville County Office of Public Safety website. The City of Idaho Falls accepts applications all year for Police/Fire Dispatchers. If you are interested in saving lives as a 911 Operator, an application can be obtained from the City of Idaho Falls Personnel Office.